

**e-Government Award Submission
Fairfax County Government
Department of Information Technology**

Executive Summary:

Between 1991 and 2005, the Fairfax County population increased 28% to over 1 million residents within nearly four hundred square miles, 170 new and expanded County facilities were added or expanded and a large number of businesses moved into the County. As the County has grown and developed, the expectations and demands from citizens have grown accordingly. In this same period, the ratio of County positions per 100 citizens has decreased by over 18%. The only program area that has increased its position ratio in this same time frame is public safety. By reaching out to citizens through more than one channel, the County continues to be responsive and flexible in providing direct access to government information and services. Our information technology is an essential tool, enabling departments to conduct business efficiently and effectively both internally and with the public. The Fairfax County e-Government initiatives comprise a multi-faceted strategy with a single goal of utilizing the benefits of emerging technologies to extend and expand the ability of government to provide information and services to County residents, businesses, civic groups and other interested parties. E-Government projects significantly enhance the availability of County Government information and services to a broad segment of the public through information technologies that require little to no staff intervention. Our goal is to have citizen's access data and services from wherever they are at any time. Fairfax County has built e-Government with 24 hour access, a "Government without Walls, Doors, or Clocks". The overall goal for the e-Government program is to provide the public with responsive and flexible alternatives for obtaining information and services and to allow residents to conduct business with the County at their convenience. The six technology platforms comprising the County's e-Government initiative are:

- Information Kiosks that use multimedia (audio, video, graphics and text) touch screen technology to provide information at times and locations convenient to the public.
- Interactive Voice Response (IVR) that permit telephone callers to select information and services from audio menus via a touch-tone telephone.
- Fairfax County Web Site, located at www.fairfaxcounty.gov provides information to the public worldwide.
- Cable TV, government access channel offering original programming, satellite training tele-courses and video support for Web and Kiosk applications, live government meetings, programs describing County services, bulletin board messages and captioned meetings.
- Mobile Access, mobile handheld and portable units for timely information delivery.
- Access Fairfax, a multi purpose e-government facility that provides access to government information and services for residents and visitors.